

2010 Group Policy

General Guidelines

Please help us by assigning one person in your organization to communicate with the railroad so as to eliminate confusion.

All group sales are subject to availability of space. We stress that large groups make arrangements early.

All groups are on a reserved seat basis, Groups are assigned a block of seats on one or more adjacent cars whenever possible. Seats are assigned to the group not the individuals within the group. Car and seat assignments are written on each ticket and the group leader is able to make seat assignments. Seat assignments will be the responsibility of the group tour leader.

Payment Terms: HALF the amount is due must be received by the C&TSRR sixty (60) days before the trip. FINAL payment must be received as well as passenger count confirmed, fourteen (14) days prior to trip. Credit cards and checks accepted.

Discount received: 10% discount off of train tickets standard rates.

Blackout Dates: Each year there are dates in which we are unable to extend the group discount. Please check with the group sales office regarding current dates.

Black Out Dates: **September 18-October 9, 2010**
 September 16-October 7, 2011

Amendments: Changes in date, time or other details to reservation are subject to a \$10 change fee each time a change is made prior to the (14) fourteen days. This \$10 change fee applies to the group booking only.

Cancellations/Refunds: A 15% Cancellation fee will be assessed if notified of trip cancellation occurs sixty (60) days prior to the trip date. After that, a 25% cancellation fee for a complete group will be imposed up to the fourteen (14) days prior to trip. Trip cancellations or reductions in passenger counts inside the fourteen (14) day cut of period are **non-refundable**.

Reductions: Any reductions in group ridership of less than **15** paying guests will disqualify the entire group from group booking policy applications. The booking will be required to pay all charges in advance. All groups should reserve through the groups representative. The C&TSRR assumes no responsibility for tickets which groups order but are unable to collect for.

Government Agencies: Groups such as public schools and universities or show activities are funded by government agencies or paid for through purchase order should supply written proof that the tour arrangement has the approval of those officials responsible for payment.

Youth/Scout Rates:

- 30% discount off of adult rate with lunch included
- Specific Dates Apply -Black out dates same as our group policy
- This rate applies to Boy and Girl Scouts as well as youth groups -Ages 13-18 years of age.
- Must meet **15** plus group size to receive the discounted rate.

Ticket Pick Up: Tickets should be picked up at the ticket window in the Antonito or Chama depot depending on the terminal of departure.

Rules of the Rail: All general rules apply to our group passengers. On all our trains the announcements and instructions for the train crew must be obeyed.

- The use of alcoholic beverages and tobacco products is entirely prohibited.
- Groups including minors must be accompanied by at least one (1) adult for every ten minors
- Altitude: The train ride ranges in altitude from over 7000 feet to over 10,000 feet. You may advise your riders to consult a doctor before riding if you are subject to heart or breathing problems. Drinking water is also recommended.
- Appropriate Dress: Due to the changes in altitude and the variability of the weather, you will probably experience several different types of weather during the day. So we recommend layers of clothes that you don't mind getting a little bit dirty. Smoke and cinders are emitted from the steam locomotives. Passengers are responsible for their own protection from cinders and soot. For this reason, sunglasses, goggles or other eye protection are recommended. The C&TSRR is not responsible for soiled clothing or cinders in the eye.
- Sturdy shoes with ankle support are recommended (no open toed shoes or sandals please)
- Hat and or sunscreen are recommended.

Amenities:

- **Complimentary escort ticket**—One complimentary escort ticket will be provided for each group for the group tour leader/chaperone or bus driver.

- **Promotional Material:** DVD's, high-resolution images, press releases, brochures, posters, postcards and other promotional materials are available to operators upon request.

Please feel free to call our reservations office at 1-888-286-2737 to speak to our group representative or e-mail us at: groups@cumbrestoltec.com. We will be happy to assist you in the planning of your booking or answer any questions you may have.